Assessor's Office

What are we tracking?

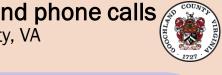


- P93: Complete customer inquiry within timeframe
- P95: Certify appraisal staff
- P96: Resolve protests informally
- P97: Inspections resulting from building permits

What are our peers tracking?

- Properties appealed Johnson County, KS
- Days to resolve an assessment appeal Santa Clara County, CA
- Customer satisfaction of online surveys Santa Clara County, CA
- Respond to customers emails and phone calls, within timeframe- Goochland County, VA





Things that make you go Hmmm...

- Complete map requests within timeframe -Rockingham, NC
- Respond to customers emails and phone calls within timeframe- Goochland County, VA







- Assessment appeals: value upheld on appeal for commercial, industrial and residential
- Price-related differential